

1 911007CCN0072      DATE ACC: 911003      DATE ENT: 911121      STATUS: C  
STATE: IL      CITY: CHICAGO      DISP: 0 NO INJ  
SEX 9      SOURCE: 07 CONSUMER COMPLAINT      TYPE: 3 OTHER  
AGE: 999      LOCATION: 10 HOME OR APARTMENT, INDOORS (INCLUDING FARM HO  
DIAGNOSIS: OTHER      BODYPART: 99  
DOCUMENT NUMBER: G190389A0  
PRODUCTS: 0234 TOASTERS  
0000 NO SECOND PRODUCT INVOLVEMENT

MANUFACTURER:      MODEL:  
TEFAL THICK'N'THIN      TEFAL THICK'N  
N/A      N/A

SYNOPSIS:  
A COMPLAINANT SAID THAT SHE WAS TOASTING 4 SLICES OF RYE BREAD IN A  
4 SLICE TOASTER WHEN FLAMES CAME FROM THE TOASTER. SHE SAID SHE PUT  
THE FLAMES OUTWITH A FIRE EXTINGUISHER. NO INJURY OCCURED. SHE SAID  
THE TOASTER HAD BEEN USED ONLY 3 TIMES AND THE FIRST TIME IT WAS USED  
TO TOAST A HALF BAGEL, FLAMES ALSO CAME OUT. SHE SAID THE TOASTER  
WAS IN THE DARK OR HIGH SETTING BOTH TIMES FLAMES OCCURRED. THE

PRESS PF3 TO RETURN TO SELECTION CRITERIA, PF2 TO SUBMIT BATCH JOB  
PRESS ENTER TO CONTINUE BROWSING RECORDS

4B± LUA

GATEWAY1 1E NUM

R 1 C 1

ACCIDENT INVESTIGATIONS  
 U.S. CONSUMER PRODUCT SAFETY COMMISSION  
 NATIONAL INJURY INFORMATION CLEARINGHOUSE  
 PSA 0251 HI SPEED TOASTERS

1 120107000092  
 CITY/STATE: MAWATCSA, WI  
 SEX: 995  
 AGE: 995  
 DIAGNOSIS: OTHER  
 DOCUMENT NUMBER: P200157AC  
 PRODUCTS: 0234 TOASTERS  
 0000 NO SECOND PRODUCT INVOLVEMENT

DATE ACC: 921221 DATE ENT: 930322  
 TYPE: OTHER SOURCE: CONSUMER COMPLAINT  
 STATUS: C DISP: AC INJ  
 LOCATION: HOME OR APARTMENT, INDCCRS (INCLUDING FARM HC  
 OCCUPART: 99

MANUFACTURER:  
 MODEL: 1445-40  
 N/A

MODEL:  
 T-FAL  
 N/A

SYNOPSIS: THIS INVESTIGATION WAS INITIATED THROUGH A COMPLAINT WHICH INDICATED THAT A TOASTER, WHICH WAS APPROXIMATELY 1-1/2 YEARS OLD STARTED ON FIRE, CAUSING APPROXIMATELY \$4,000 IN DAMAGE TO THE HOME'S KITCHEN CABINETS. THE TOASTER WAS BEING USED TO PREPARE TWO FROZEN WAFFLES. THE FLAMES WERE EXTINGUISHED BY THE HOMEOWNER, PRIOR TO THE FIRE DEPARTMENT'S ARRIVAL.

~~SECRET~~

# PRODUCT SAFETY ASSESSMENT (PSA) TECHNICAL EVALUATION REQUEST

**Note: Print, use black pen, no blue ink.**

Requested by: JoHN Fitch Org. Codes: CECA FOCR

Date: 3/27/95 Priority: 6 Case# RP950139

## PRODUCT INFORMATION

Manufacturer: T-FAL

Product: Hi-Speed Toaster

Brand name, model, etc. Model 8181

Sample number: \_\_\_\_\_

Sample Disposition: Return to Requestor Store at Whse Other:

EVALUATION REQUESTED: CPI - Data search under the  
Spellings T-Fat and Total NEISS Code  
0234.

EPI ASSESSMENT: Dates: From 01/90 to Present

DOI	APPI	WEISS Comments	WEISS Estimates	Deaths	WFRS
✓ 101	✓ 1011			✓ Deaths	✓ WFRS

Hazard: Fire/Burn

Requested date: 4/4/95 Attachments: Nine

VERNER, LIIPFERT, BERNHARD, MCPHERSON AND HAND

CHARTERED

901-15TH STREET, N.W.  
WASHINGTON, D.C. 20005-2301

8280 GREENSBORO DRIVE  
SUITE 601  
MCLEAN, VIRGINIA 22102  
(703) 749-6000  
TELECOPIER (703) 749-6027

(202) 371-6000  
TELECOPIER (202) 371-6279

2600 TEXAS COMMERCE TOWER  
600 TRAVIS  
HOUSTON, TEXAS 77002  
(713) 237-9034  
TELECOPIER (713) 237-1216

April 17, 1995

Mr. Marc J. Schoem  
Director  
Division of Corrective Actions  
U.S. Consumer Product Safety Commission  
Washington, D.C. 10207

Re: CPSC RP950139  
T-FAL Corporation  
Model 8781 Hi-Speed Toaster

Dear Mr. Schoem:

We represent T-FAL Corporation ("T-FAL") and are filing this Full Report on behalf of T-FAL, pursuant to 16 C.F.R. § 1115.13(d), as requested in your letter of March 30, 1995. This report is based upon the facts known to T-FAL, and related to us, concerning the Model 8781 Hi-Speed Toaster ("Model 8781 toaster").

Many of the responses and attached documents are confidential and contain or relate to trade secrets or other protected information. Accordingly, T-FAL requests that the Commission not release any of the information contained in this report, pursuant to section 6(b)(5) of the Consumer Product Safety Act ("CPSA"), 15 U.S.C. § 2055(b)(5). Also, all of the documents stamped "confidential" and submitted with this report contain information that may not be disclosed by the Commission, pursuant to section (6)(a) of the CPSA and the Freedom of Information Act, 5 U.S.C. § 552(b)(4).

The following is the information requested in your letter of March 30, 1995:

1. The information in this response has been provided by André L. Hottlet, President and Chief Executive Officer, T-FAL Corporation, 25 Riverside Drive, Pine Brook, New Jersey 07058. See attached "Certification of André L. Hottlet."
2. The product is manufactured by Seb-Vosges, Departement Cuisson, B.P. 12, 29 Rue de la Gare, 88120 Saint-Ame France.

95 APR 18 P 2 30

3. The product is the TEFAL Model 8781 Hi-Speed Toaster. The toaster has an extra wide slot for toasting slices of bread, bagels, or other similar items up to 1.4 inches thick and 10 inches long. It toasts up to twice as fast as other wide-slot toasters. The final retail prices are not known to T-FAL. Please refer to the attached Underwriters Laboratories ("UL") report for additional information. Attachment 1.
4. T-FAL has received reports suggesting that several Model 8781 toasters have overheated, creating a risk of fire or causing the plastic covering of the toaster to melt or be scorched.
5. T-FAL is not aware of any injuries related to the incidents reported to T-FAL involving the Model 8781 toaster.
6. T-FAL received a letter dated November 7, 1994, reporting "damage to [a] kitchen as a result of a [Model 8781] toaster fire" and stating a claim for damages. See Attachment 2. On December 29, 1994, Carlson Marketing Group ("Carlson"), the largest purchaser of the Model 8781 toaster from T-FAL, received a customer complaint about the toaster. Carlson provided information about this complaint to T-FAL by telephone on January 3 and 4, 1995, and by fax on January 5, 1995. See Attachment 3. The January 5th fax summarized two (2) reports from owners of Model 8781 toasters (who had received the toasters through the State Farm Mutual Automobile Insurance Company ("State Farm") "Select-A-Gift" program) of "flames" being emitted from the top of the toaster. No injury or damage to the toaster or surrounding area was reported. State Farm sent one of the toasters for testing on January 6, 1995. On January 11, 1995, State Farm sent notices to each of their employees and retirees who had received a Model 8781 toaster through the Select-A-Gift program describing the potential problem with the toasters. T-FAL received notice of the results of the State Farm testing on February 3, 1995. Attachment 4. T-FAL has since received copies of the State Farm notices to their employees and retirees and the responses State Farm received (Attachment 5), as well as the State Farm test results (dated January 13, 1995) (Attachment 6). T-FAL received three toasters that had been the subject of complaints and forwarded them to the French manufacturer for testing. On or about March 8, 1995,

T-FAL received a memorandum from the manufacturer requesting that T-FAL return its stock of Model 8781 toasters and proceed with a recall of the units T-FAL had sold. See Attachment 7. T-FAL also received an undated report, on or about the same date, describing the manufacturer's test results. Attachment 8 (translated from the original French). Following consultation with outside legal counsel, T-FAL filed a report under § 15 of the Consumer Product Safety Act on March 24, 1995. Attachment 9.

7. From June to December 1994, T-FAL imported and had net sales of 6775 units of the Model 8781 toaster. Of this number, 2388 were sold to the Carlson Marketing Group (a distributor), 1896 were sold to QVC, 294 were sold to Stone & Thomas, and the remaining units were sold in small lots to others. See attached distribution list (Attachment 10). Carlson reports that it has approximately 2000 units in its possession. Accordingly, fewer than 5000 units are currently in consumers' hands. Because T-FAL does not know the number of units actually sold or distributed by its customers, the number of Model 8781 toasters in the possession of consumers may be far fewer than 5,000.
8. See answer to question 7, above, regarding import and distribution dates. T-FAL does not have any additional information regarding the dates of any retail sales.
9. T-FAL has returned its entire stock of Model 8781 toasters to the manufacturer in France. T-FAL is not aware of the total number of units in the possession of others. As stated in the response to question 7, above, the Carlson Marketing Group reports that it has approximately 2000 units in its possession, leaving fewer than 5,000 units in the possession of others (including consumers).
10. T-FAL has been informed that the French manufacturer plans to modify the construction of the Model 8781 toaster. T-FAL has requested from the manufacturer an explanation and technical drawings of the planned modifications. T-FAL had not received these materials from the manufacturer as of April 14, 1995, however, T-FAL expects to receive them within a week or two. T-FAL will provide copies to the Commission as soon as possible.

11. The instructions for use currently supplied with the Model 8781 toaster contain the following cautions:
- Hi-speed toasters are faster and more powerful than regular toasters.
  - Therefore, do not leave the toaster unattended while in use.
  - It is important to keep an eye on the toaster when using it for the first time and after having changed the setting.

T-FAL intends to recall all Model 8781 toasters distributed in the United States. The company is still in the process of formulating a comprehensive recall plan and welcomes the advice and assistance of the Commission in that process.

12. T-FAL plans to offer either (1) to repair (in accordance with the manufacturer's instructions) or replace units which have been sold to distributors and consumers with units modified by the manufacturer, or (2) to provide a full credit for inventory returned by distributors that purchased the Model 8781 toaster.
13. As described in response to question 7, above, T-FAL sold units of the toaster to distributors and retailers which were responsible for the ultimate retail distribution of the Model 8781 toaster.
14. See Attachment 11.
- 15a. See Attachments 6 and 8.
- 15b. T-FAL has requested this information from the manufacturer in France and will provide it to the Commission as soon as possible.
- 15c. T-FAL has requested this information from the manufacturer in France and will provide it to the Commission as soon as possible.
- 15d. See Attachments 2, 3, and 5.
- 15e. All of the failed samples of the product returned to T-FAL were sent to the manufacturer in France for testing. Two new samples will be provided to the Commission under separate cover. Also, T-FAL expects

Mr. Marc J. Schoem  
April 17, 1995  
Page 5

to receive a modified version of the Model 8781 toaster from the manufacturer within the next few weeks. T-FAL will provide a modified sample to the Commission as soon as possible.

15f. See Attachment 12.

15g. The Model 8781 toaster is listed with Underwriters Laboratories. See Attachment 1.

15h. See Attachment 11.

15i. The Model 8781 toaster is manufactured exclusively for importation by T-FAL.

T-FAL has made every attempt to provide full and complete answers to the questions presented in your letter. T-FAL will provide any additional relevant information that becomes known to T-FAL in a supplementary report to the Commission, as requested in your letter. In the meantime, please contact us at (202) 371-6000 if you have any questions or comments regarding this report.

Sincerely,




Gary J. Klein  
J. Robert Kirk  
Matthew C. Bernstein  
Attorneys for T-FAL Corp.

Attachments



## CERTIFICATION OF ANDRÉ L. HOTTLET

I, André L. Hottlet, hereby certify that I am President and Chief Executive Officer of T-FAL Corporation and that I am authorized to provide the forgoing report regarding the Model 8781 Hi-Speed Toaster on behalf of T-FAL Corporation. I further certify that I have reviewed this report and that the information contained in the report is true and accurate as the facts are known to T-FAL Corporation.

  
\_\_\_\_\_  
André L. Hottlet  
President and CEO  
T-FAL CorporationDated: 4/17/95.



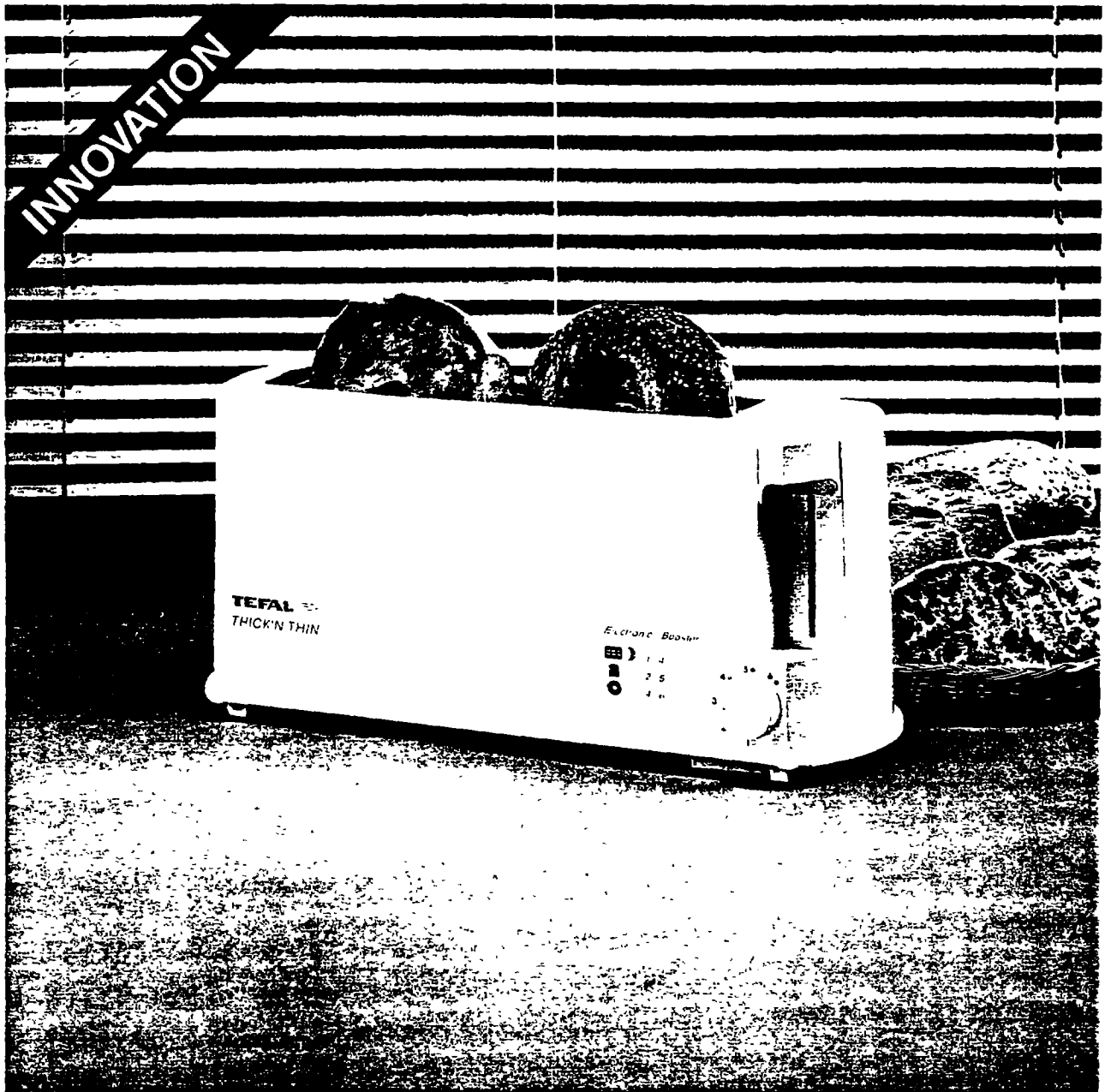
**Withheld Pages 161 through 260**

**Exemption 3, 4, 6a2**



# TEFAL®

## THICK 'N' THIN



**UP TO TWICE AS FAST  
AS OTHER WIDE-SLOT TOASTERS**

262

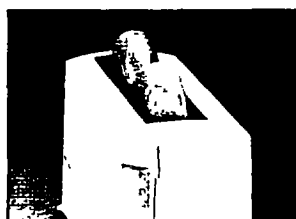
# TEFAL

## THICK 'N' THIN

### ELECTRONIC COOL WALL TOASTER

#### HI-SPEED Toasts Up to Twice as Fast as Other Wide-Slot Toasters

Thanks to its exclusive electronic "booster", combined with a new reflective and heating system, the TEFAL *Hi-Speed* toasts all kinds of bread (regular bread, bagels, muffins, . . .) much faster and to perfection: crisp and golden brown on the outside, remaining fresh on the inside.

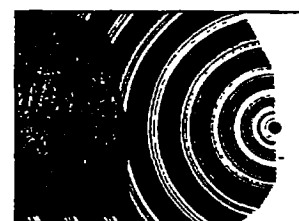


#### EXTRA WIDE SLOT

For slices up to 1.4 inches thick. Ideal for toasting regular bread, bagels, muffins, French bread, etc. The SELF-CENTERING mechanism automatically adjusts the slot to the thickness of the slices.

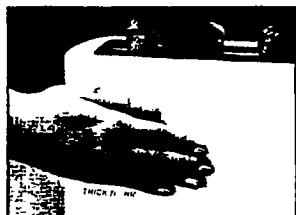
#### ELECTRONIC BROWNING CONTROL >>>

The unique reflective system and the microchip ensure even and consistent toasting results, time after time.



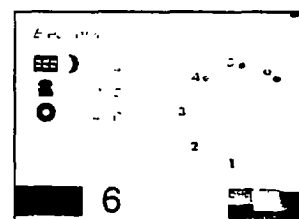
#### COOL-TO-THE-TOUCH

The insulated, white plastic exterior remains cool-to-the-touch when in use.



#### FROZEN BREAD SETTING >>>

Even initially frozen bread is toasted to perfection.



#### EXTRA LIFT

When your toast is ready, the lever automatically pops up higher than a regular toaster, so that bread can be easily removed.



#### SNAP-OPEN CRUMB TRAY

For easy cleaning

#### GENERAL CHARACTERISTICS:

ITEM NUMBER 8781

#### TOASTS UP TO TWICE AS FAST AS OTHER WIDE SLOT TOASTERS

- 1 Long (10") Slot/2 Slice
- Extra wide slot for slices up to 1.4 inches thick
- Self-centering mechanism
- Electronic Browning Control
- Browning control located on the front
- Cool-to-the-touch exterior
- Frozen Bread Setting
- Pastry Settings
- Extra Lift
- Crumb Tray

120 V AC/1200 W  
Masterpack: 6  
Shipping Weight: 23 lbs  
UPC 023108 87810 4



# TEFAL®

T-Fal Corporation, Fairfield, NJ 07004



U.S. CONSUMER PRODUCT SAFETY COMMISSION  
WASHINGTON, D.C. 20207

August 10, 1995

Ms. Elaine R. B. Hilden  
7343 Alonzo Avenue, N.W.  
Seattle, WA 98117-5325

Re: T-FAL Model 8781 Hi-Speed Toaster

Dear Ms. Hilden:

The U.S. Consumer Product Safety Commission (Commission) has received the letters that you sent to the Office of Attorney General for the State of New Jersey. The T-FAL Model 8781 Hi-Speed Toaster is currently being recalled by the firm. Please refer to the attached copy of the press release for details on the recall. I have forwarded copies of your letters to the firm and requested that they attempt to resolve this matter. If I can be of any further assistance, contact me at (301) 504-0608 extension 1220.

Sincerely,

A handwritten signature in cursive script, appearing to read "John R. Fitch".

John R. Fitch  
Compliance Compliance  
Division of Corrective Actions

Enclosures  
T-FAL Press Release

# NEWS from CPSC

## U.S. CONSUMER PRODUCT SAFETY COMMISSION

OFFICE OF INFORMATION AND PUBLIC AFFAIRS

WASHINGTON, D.C. 20207

FOR IMMEDIATE RELEASE

July 25, 1995

Release # 95-149

CONTACT: Kate Premo

(301) 504-0580 Ext. 1187

### CPSC AND TEFAL CORPORATION ANNOUNCE TOASTER RECALL

WASHINGTON, D.C. - In cooperation with the U.S. Consumer Product Safety Commission (CPSC), TEFAL Corporation of Pine Brook, N.J., is voluntarily recalling 6,775 Model 8781 Hi-Speed Toasters. The toaster's heating unit may not turn off, presenting a potential fire hazard.

TEFAL received 11 reports of the toaster overheating. In some instances, food items caught fire; and in one instance, a fire from the toaster caused damage to a kitchen.

The white plastic toasters measure approximately 14 inches long, 6 inches high, and 4.5 inches wide. The words "TEFAL Hi-speed Thick 'n' Thin" appear on the side of the toaster. A dial with six control settings is located in the bottom right hand corner of the front of the toaster.

Various retailers sold the toasters nationwide from June 1994 to December 1994 for \$29.99.

Consumers who own a toaster manufactured by TEFAL should disconnect it and check the model number located on a metal plate on the bottom of the toaster. Consumers who have a Model 8781 toaster should contact TEFAL at (800) 395-8325 to arrange for a replacement or refund.

CPSC and TEFAL are not aware of injuries involving this product. This recall is being conducted to prevent the possibility of injury.

The U.S. Consumer Product Safety Commission protects the public from the unreasonable risk of injury or death from 15,000 types of consumer products under the agency's jurisdiction. To report a dangerous product or a product-related injury and for information on CPSC's fax-on-demand service, call CPSC's hotline at (800) 638-2772 or CPSC's teletypewriter at (800) 638-8270. To order a press release through fax-on-demand, call (301) 504-0051 from the handset of your fax machine and enter the release number. Consumers can obtain this release and recall information via Internet gopher services at [cpsc.gov](http://cpsc.gov) or report product hazards to [info@cpsc.gov](mailto:info@cpsc.gov).

####

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U.S. CONSUMER PRODUCT SAFETY COMMISSION  
WASHINGTON, D.C. 20207

August 9, 1995

Via Fax (202) 371-6279

Mr. John Tritak, Esq.  
Verner, Liipfert, Bernhard, McPherson and Hand  
901 15th Street, N.W.  
Washington, D.C. 20005-2301

Re: T-FAL Model 8781 Hi-Speed Toaster

Dear Mr. Tritak:

This letter is a follow-up to our discussion on August 9, 1995. The U.S. Consumer Product Safety Commission (Commission) received the attached correspondence regarding a fire allegedly caused by a defective T-FAL Model 8781 Hi-Speed Toaster. The staff would appreciate the firm taking immediate action to resolve this matter. If I can be of any assistance, please contact me at (301) 504-0608 extension 1220.

Sincerely,

John R. Fitch  
Compliance Officer  
Division of Corrective Actions

Enclosures  
Consumer's letters

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U.S. CONSUMER PRODUCT SAFETY COMMISSION  
WASHINGTON, DC 20207

OFFICE OF COMPLIANCE

DIVISION OF  
CORRECTIVE ACTIONS  
Tel: 301-504-0608  
FAX: 301-504-0359

DATE: 8/9/95 PAGES TRANSMITTED 8 + cover

TO: John Tritak

TITLE: Vennen, Lipton, Benward,

OFFICE: McPherson and Havel

FAX #: 202-371-6279

FROM: John Fitch

REMARKS: per our discussion

NOTE: If all pages are not received, or if you have problems with this transmittal, please contact the person listed above.

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE, AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE. THANK YOU.

267

WESQ

B44 TC 23



AUG -3 1995

State of New Jersey  
DEPARTMENT OF LAW AND PUBLIC SAFETY  
DIVISION OF CONSUMER AFFAIRS  
CONSUMER SERVICE CENTER  
124 HALSEY STREET, 7TH FLOOR, NEWARK NJ

CHRISTINE TODD WHITMAN  
Governor

DEBORAH T. PORITZ  
Attorney General  
MARK S. HERR  
Director

June 28, 1995

Elaine R B Hilden  
7343 Alonzo Ave NW  
Seattle WA 98117-5325

Mailing Address:  
P.O. Box 45025  
Newark NJ 07101  
(201) 504-6200

RE: Tefal Toaster  
FILE NO.: 95-07841

Dear Ms. Hilden:

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations are not within our jurisdiction we are referring this matter to:

Consumer Product Safety Commission  
6 World Trade Center  
Vesey Street, 6th Floor  
New York NY 10048

All future correspondence, including copies of additional documents, should be addressed to them.

Sincerely,

*Patricia D Pate*

Patricia D Pate  
Supervisor  
Consumer Service Center

PP/mbm

csc11b

N57-0032A

O-READS

cc: Peter CF

cc: Western R.O.

May 16, 1995

OFFICE OF ATTORNEY GENERAL  
STATE OF NEW JERSEY  
NEWARK NJ

DEAR ATTORNEY GENERAL:

Enclosed you will find copies of letters, etc., to the Tefal Appliance Company.

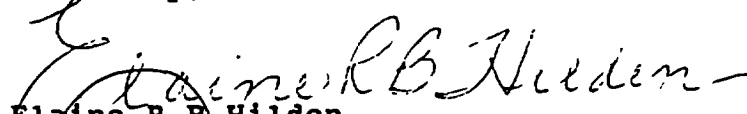
As you can see I and my insurance company have written to them twice regarding my toaster which burst into flame on October 20, 1994. I believe they should have the courtesy to answer the letters, but since they haven't, I am writing to you in the hope that you will be able to make them aware of their responsibility.

I am also sending a letter to the catalog from which I ordered the toaster. I didn't do that previously because I thought that the address to which I sent the registration card would be the responsible party.

I would appreciate hearing from you whether or not you are able to assist me or if you need any more information. As I mentioned above, I am sending copies of everything I have regarding correspondence and other pertinent information.

Thank you for any assistance you can give me.

Sincerely,

  
Elaine R B Hilden  
7343 Alonzo Avenue NW  
Seattle WA 98117-5325

206-932-8640 M-F 9-3 PST  
206-782-3450 Home on answering machine.

Calling at work would be the best way to reach me.

October 21, 1994

ANTHONY MANCUSO  
Tefal Appliance Company  
208 Passaic Avenue  
Fairfield NJ 07004

Re: Tefal Toaster  
Serial # 8781 40 17 4 A

Dear Mr Mancuso:

Last night about 8PM, I put bread in my toaster. I stepped into my living room to turn down the TV, when I heard a snapping-crackling noise. I ran to my kitchen and saw that the toaster was on fire. The flames were burning my kitchen cabinets and the formica countertop. The toaster was melting and running down the side of the countertop and onto my kitchen floor. It also left deep burn marks on the counter. I grabbed it off the counter, tossed it out the door and threw baking soda on it.

I am enclosing some photos of the damage, however I had already scraped most of the plastic off the countertop, so it doesn't reflect all of the plastic that melted. You will see by the toaster "carcass" that I am sending you that half of it burned and melted. As requested by Helaine, I am also enclosing an estimate of the damage to the cabinets and counter, and a copy of the Ownership Registration Card.

I must say that I am very surprised that an item that gets very hot, is made of a plastic that melts.

May I hear from you soon?

Sincerely,

Elaine R B Hilden

7343 Alonzo Avenue NW  
Seattle WA 98117-5325

206 932-8640 9-3 M-F 782-3450 (home) on answering machine

enc

270

November 7, 1994

Anthony Mancuso  
The Tefal Appliance Company  
208 Passaic Ave.  
Fairfield, NJ 07004

Our Insured: Elaine Hilden  
Our Claim Number: HO 0006969  
Date of Loss: October 20, 1994

Dear Mr. Mancuso:

This will follow up a claim by our insured Elaine Hilden for damages to her kitchen as a result of a toaster fire that she informed you of by letter on October 21, 1994 (copy enclosed).

As her insurance carrier, PEMCO has paid for the damages to her kitchen, less her \$250 policy deductible. PEMCO paid according to an estimate furnished by Kitchen and Baths by Blodgett, a copy of which is also enclosed.

As you are aware, Ms. Hilden purchased the toaster on September 21, 1994. She was doing nothing wrong at the time the toaster caught fire.

PEMCO is looking to your company for reimbursement of the expenses and Ms. Hilden's \$250 policy deductible. I have enclosed copies of all applicable paperwork. It is my understanding that you also have what remains of the toaster in question. I will look forward to hearing from you very soon.

If you have questions in the meantime, please do not hesitate to contact me. Thank you.

Bruce W. Torrenga, AIC  
1-800-552-7440, extension 4127  
Claims Department  
PEMCO Mutual Insurance Company

BWT:tjp:4b10

Enclosures

cc: Elaine Hilden  
7343 Alonzo Ave. NW  
Seattle, WA 98117

November 15, 1994

ANTHONY MANCUSO  
Tefal Appliance Company  
208 Passaic Avenue  
Fairfield NJ 07004

Re: Tefal Toaster  
Serial #8781 40 17 4 A

Dear Mr Mancuso:

Enclosed you will find the toaster "carcass" that burned on October 20, 1994. I am aware that you have already heard from my insurance company. I apologize for not having sent the toaster in time so you would receive it before the insurance company contacted you. I have been out of town for a few days, leaving on November 5 and returning November 13. The time between the fire, waiting for the estimated cost of repair and for the insurance adjuster to come to my home didn't allow enough time to package the toaster, letter, pictures, etc and get to the Post Office to send it. Then pack and catch my plane. Anyway, it is enclosed along with the pictures and a copy of my October 21 letter.

Again, sorry for any inconvenience this might have caused you.

Sincerely,

Elaine R B Hilden

ADDRESS AND PHONE NUMBERS ARE ON ATTACHED LETTER.

enc

February 24, 1995

Anthony Mancuso  
Tefal Appliance Company  
208 Passaic Ave.  
Fairfield, NJ 07004

Our Insured: Elaine Hilden  
Our Claim Number: HO 0006969  
Date of Loss: October 20, 1994

Dear Mr. Mancuso:

We have received no response to our letter dated November 7, 1994, wherein we advised you of the damage to Elaine Hilden's kitchen as a result of a toaster fire.

Please contact me as soon as possible to advise me of your intent to pay this claim.

Bruce W. Torrensa, AIC  
1-800-552-7440, extension 4127  
Claims Department  
PEMCO Mutual Insurance Company

BWT:kjg:23b14  
jd



April 6, 1995

ANTHONY MANCUSO  
Tefal Appliance Company  
208 Passaic Avenue  
Fairfield NJ 07004

Re: Tefal Toaster  
Serial #8781 40 17 4 A

Dear Mr Mancuso:

**WHY HAVEN'T I AND MY INSURANCE COMPANY HEARD FROM YOU?**

I wrote to you on October 21, 1994 regarding the burning and melting of my new toaster. On November 15, I wrote to you and sent you the "carcass" of my toaster. On November 7 and 24 my insurance company wrote to you.

**AGAIN!!!WHY HAVEN'T WE HEARD FROM YOU?**

I am enclosing copies of all of the previous letters mentioned above.

**PLEASE** MAY I hear from you **IMMEDIATELY!!!!**

Sincerely,

Elaine R B Hilden

ADDRESS AND PHONE NUMBERS ON ATTACHED LETTERS.

ENC 4

cc Bruce W Torrenga  
Claims Dep't PEMCO INSURANCE

LIFESTYLE  
55 PROGRESS PL.  
JACKSON N.J.  
08527

\*\*\*\*\*  
\*UPS SHIPPER NUMBER\*  
\* NJ X18-765 \*  
\* PKG ID#0839951 \*  
\*\*\*\*\*

SOLD TO:

ELAINE HIDDEN  
7343 ALONZO AVE NW  
SEATTLE, WA 98117-5325

VIA:UNITED PARCEL SERVICEZONE <8>

Customer No.	Sales ID	Pay Method	Invoice No.	Order No.	Date	Order Total
H303692	HRD	VI	LF0839951	LF0709359	09/12/94	46.90
Credit Card Number	Expiration Date	Authorization #	Telephone #	Media Code	# Items	Ship Via
4678051660941	07/96	020370	(206)782-3450	H004	0	UPS

5 - Shipped  
B0 - back order  
DS - shipped directly from  
manufacturer under  
separate cover

Message: THANK YOU FOR SHOPPING WITH US! TO ORDER CALL 1-800-669-0987  
PLEASE REMEMBER TO ASK FOR OUR DAILY SPECIALS

Qty	S	BO	DS	Whs Lc	Item Number	Description	Unit Cost	Extension
1	1	0			TF960	TEFAL HI-SPEED TOASTER	39.95	39.95
See the reverse side for Return and Exchange Policy. This Invoice must accompany any return/exchange.								
Gross								
39.95								
Misc.								
.00								
Discount								
.00								
Sales Tax								
.00								
Shipping								
6.95								
Order Total								
46.90								
Deposit								
.00								
Chg. Amt./Bal.								
46.90								

8781 40 17 4 A

TEFAL

## Ownership Registration Card

Please register your name and address by mailing in this card immediately. Although registration is optional and won't affect your warranty, it will enable us to contact you in the event a product defect is discovered.

Name ELAINE R. B. HILDEN  
 Address 7343 ALONZO AVE NW  
 City Seattle State WA Zip Code 98117-5325  
 Telephone no. 206-782-3450 Date of Purchase 9-17-94  
 Name of store Lifestyle Catalog Price \$39.95

1. Was this product?  
☐ a gift  
☒ X itself purchased
2. If gift, for what occasion?  
☐ Christmas  
☐ Birthday  
☐ Mother's Day / Father's Day  
☐ Other \_\_\_\_\_
3. Please indicate your sex  
☐ Male  
☒ Female
4. Your approximate age is:  
☐ under 20  
☐ 20 - 24  
☐ 25 - 29  
☒ 30 - 39  
☐ 40 - 49  
☐ over 49
6. Household income?  
☐ under 15 000  
☐ 15 - 25 000  
☐ 25 - 35 000  
☐ over 35 000

TEFAL APPLIANCE CO.  
 208 Passaic Avenue  
 Fairfield, N.J. 07004

Here  
 stamp  
 in!

8781 40 17 4 A

## Limited One Year Warranty

Tefal Appliance Company, a division of Tefal Corp., warrants this product to be free from defects in material and workmanship for a period of one year.

Should any defect be discovered within one year of date of purchase, do not return the product to the retailer from whom it was purchased. Tefal Appliance Company agrees to repair or replace the defective part or product at no charge provided product is returned with all shipping charges prepaid to your local Service Center accompanied by proof of purchase and a letter detailing the nature of the defect. Be certain that the appliance is wrapped carefully when shipping. The Customer Service department of Tefal should be contacted by mail prior to any action in the event it is possible to correct the defect without returning the unit.

This warranty does not apply to any unit that has been tampered with, nor to damages incurred through negligence in use, faulty packing, or misbranding in transit by any common carrier. Repairs not covered by this warranty will be performed at current costs for parts and labor, plus return shipping charges.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

PRELIMINARY STAFF DETERMINATION  
SECTION 15 OF THE CONSUMER PRODUCT SAFETY ACT

LB #: 950149  
Date: 5/31/95  
Case Number: RP950139

Date of Report or file opening: 03/27/95

☒ Manufacturer/Importer  
☐ Distributor  
☐ Retailer

Firm and Address:  
T-FAL Corporation  
25 Riverside Drive  
Pine Brook, NJ 07058

Verner, Liipfert, Bernhard  
McPherson and Hand  
901 15th Street, N.W.  
Washington, D.C. 20005-2301

Firm contact: Mac Bernstein

Phone #:202-371-6051

Product & Brand Name:  
Model 8781 Hi-Speed Toaster

Price:  
Product life:

Potential Problem:

The actuator and elevator mechanism fail to rise after the electronic timer has actuated the solenoid at the end of the toasting cycle. In tests by the manufacturer, the defect was attributed to binding of the actuator against the housing and high spring force of the switch contacts. Excessive heat build-up could cause the unit to deform and catch fire.

How problem discovered:

T-Fal received a letter dated November 7, 1994, reporting damage to a kitchen as a result of a toaster fire and stating a claim for damages. On December 29, 1994, Carlson Marketing Group, the largest purchaser of the product, received a consumer complaint about the toaster. T-Fal was notified by Carlson on January 5, 1995, of 2 complaints of flames being emitted from the toasters.

I. Defect:

☐ Insufficient evidence to support defect determination  
☐ Existing information does not support defect determination

X Defect exists: Design defect caused by "beards" on the case housing leading to excessive friction.

II. Substantial Risk Factors:

A. Pattern of defect:

X Design defect

     Other:

B. Involved Products:

Total Manufactured/Imported: 12,000

Undistributed with mfg: 5,225

Total Distributed: 6,775

Distributor/Retailer: Est. 2,000

Consumer: Est. 4,775

Date(s) of production: June 1994 to December 1994

Date(s) of distribution: June 1994 to December 1994

Geographic Distribution: Nationwide

C. Severity of the Risk:

1. Seriousness of Injury: The unit is considered high speed and therefore is also high temperature. During testing, when the toaster failed to pop up internal temperatures exceeded 500 degrees Fahrenheit and the external plastic would exceed 200 degrees. Overheating of the unit could cause the food being toasted or the plastic casing of the toaster to catch fire. Surrounding areas, such as kitchen cabinets, could also catch fire leading to serious burns or possibly death.

2. Likelihood of injury: If the toaster would fail to pop up the food would eventually catch fire. If the user was present, he/she could manually pull up the lever prior to a fire. If the user was out of the room, the plastic toaster casing or surrounding objects could catch fire. Serious injury or death could result if the toaster causes a fire. This scenario is not likely, but is possible.

RP950139

Number of incidents & type: No injuries reported, one claim for damages. In addition, at least 2 complaints of flames and multiple complaints of burnt food/overheating were reported.

III. Assessment of the Substantiality of the Hazard

☐ Substantial hazard, classification A

☐ Substantial hazard, classification B

☒ Substantial hazard, classification C

☐ Preliminary determination that risk of injury exists, remedial action by firm be acknowledged and file closed. (Classification D).

☐ Preliminary determination not to proceed based on:

IV. Compliance with Reporting Obligation:

☒ Further investigation and review recommended

☐ No further investigation recommended at this time

PD APPROVALS:

Compliance Officer

John R. Peltch 5/31/95

Attorney

R.G. 5/31/95

Director, CECA

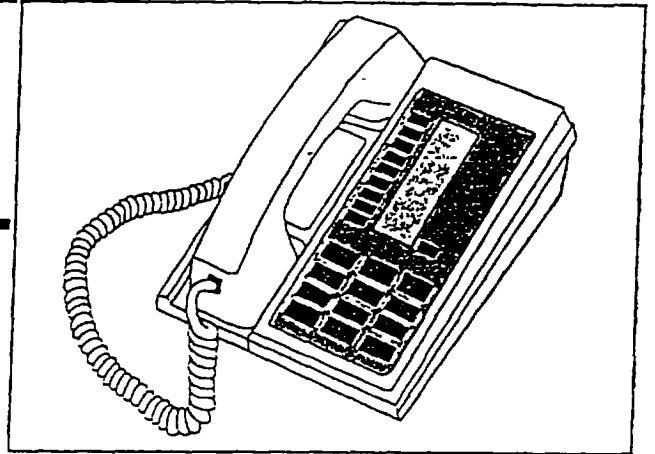
M. M. M. 5/31/95

1. STORAGE LOCATION		2. NAME OF PRODUCT		3. SAMPLE NO.			
A.	C.	T-FAL Toaster		T-793-0402			
		4. NAME AND ADDRESS OF FIRM					
		T-FAL Pine Brook, NJ 07058					
5. DATE SAMPLE RECEIVED		6. BY WHOM RECEIVED		7. DATE RECORDS RECEIVED			
5/8/95		John Fitch					
9. METHOD OF SHIPMENT		A. PERSONALLY FROM		C. SHIPPED FROM			
		Mac Bernstein, Esq.		Firm			
		B. VIA		D. SHIPPING RECORDS (Type and Identity)			
Courier							
10. DESCRIPTION OF SHIPMENT		A. SHIPPING CONTAINERS		CONDITION			
		NUMBER 1		TYPE BOX			
		B. SAMPLE PACKAGES		CONDITION			
		NUMBER 6		SIZE, TYPE, ETC. SUBS			
		C. SEAL INSCRIPTION		CONDITION			
		COPY IN FULL					
10. SAMPLE DELIVERY				11. SAMPLE RETURNED			
DATE		AMOUNT		DATE		AMOUNT	
2A. SAMPLE DISPOSITION						B. BY WHOM	
						C. DATE	

1. STORAGE LOCATION		2. NAME OF PRODUCT		3. SAMPLE NO.			
A.	C.	Hi-Speed Toaster		T-793-0389			
		4. NAME AND ADDRESS OF FIRM					
		TEFAL Pine Brook, New Jersey 07058					
5. DATE SAMPLE RECEIVED		6. BY WHOM RECEIVED		7. DATE RECORDS RECEIVED			
4/20/95		JOHN FITCH					
9. METHOD OF SHIPMENT		A. PERSONALLY FROM		C. SHIPPED FROM			
		Mac Bernstein					
		B. VIA		D. SHIPPING RECORDS (Type and Identity)			
messenger							
10. DESCRIPTION OF SHIPMENT		A. SHIPPING CONTAINERS		CONDITION			
		NUMBER 1		TYPE BOX			
		B. SAMPLE PACKAGES		CONDITION			
		NUMBER 2		SIZE, TYPE, ETC. SUBS			
		C. SEAL INSCRIPTION		CONDITION			
		COPY IN FULL					
10. SAMPLE DELIVERY				11. SAMPLE RETURNED			
DATE		AMOUNT		DATE		AMOUNT	
2A. SAMPLE DISPOSITION						B. BY WHOM	
						C. DATE	

280

**MEMORANDUM OF  
TELEPHONE  
CALL**



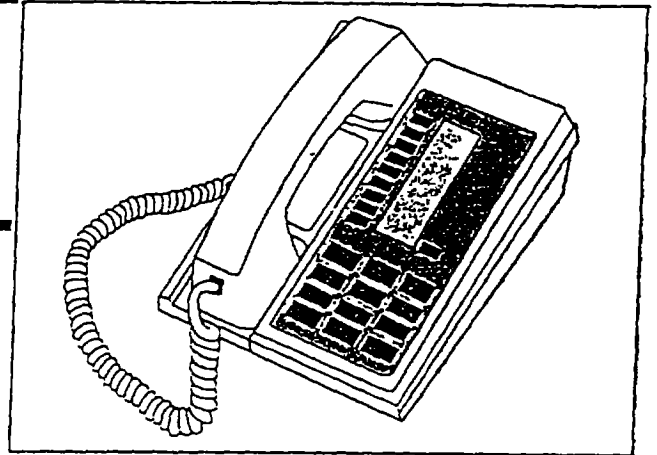
DATE: 8/25/95  
TIME: unk

NAME AND TITLE: Mrs. Bernstein  
FIRM: \_\_\_\_\_  
TELEPHONE: ---  
SUBJECT: T-FM Toasters  
COMPLIANCE CONTACT: JAF

*Called re. claim for damage to kitchen  
letter and check sent to complainant on  
8/11/95 - satisfied claim  
Sales woman mgr. called complainant*



MEMORANDUM OF  
TELEPHONE  
CALL



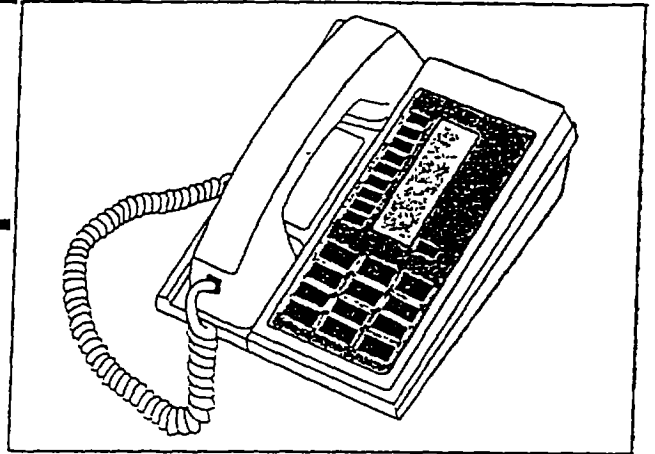
DATE: 7/26/95  
TIME: \_\_\_\_\_

NAME AND TITLE: Nat Bernstein  
FIRM: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_  
SUBJECT: \_\_\_\_\_  
COMPLIANCE CONTACT: \_\_\_\_\_

message left on my machine

1. Letter to consumer (as revised by CPSC) is being tabled and they will begin mailing
2. no receipt - will reimburse \$29.99 (must write sold at that price)
3. adequate stock for replacement - response will be immediate for replacements
4. will accommodate consumer w/ special needs (i.e. - hearing or elderly) if the call 1-800 #

MEMORANDUM OF  
TELEPHONE  
CALL

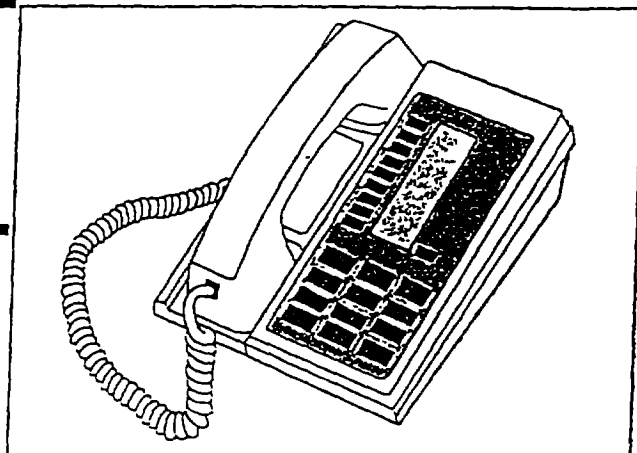


DATE: 7/20/95  
TIME: \_\_\_\_\_

NAME AND TITLE: \_\_\_\_\_  
FIRM: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_  
SUBJECT: \_\_\_\_\_  
COMPLIANCE CONTACT: \_\_\_\_\_

*presented case to Hotline staff  
provide 1 sample to Hotline (also 1 elution  
mechanism)  
1 sample in vial DIPRA*

MEMORANDUM OF  
TELEPHONE  
CALL



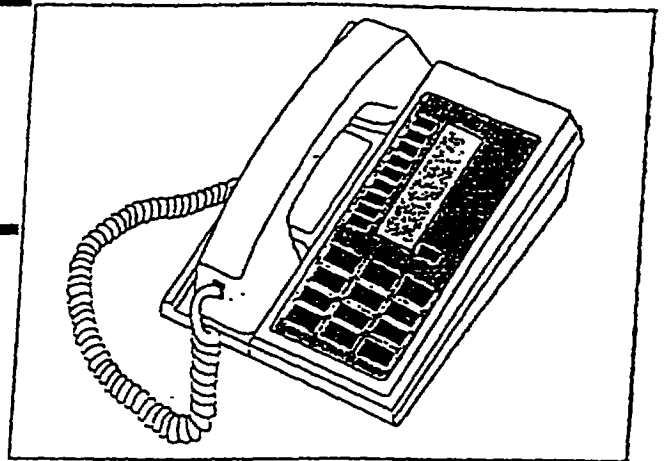
DATE: 7/24/95  
TIME: 10:30

NAME AND TITLE: Mrs Bernstein  
FIRM: \_\_\_\_\_  
TELEPHONE: 202-371-6051  
SUBJECT: T-FAL  
COMPLIANCE CONTACT: JAF

will check a turn around time for replacement  
will work w/ individuals who have a problem if they  
Call 1-800 #

Cash refund will be \$29.99  
will review safety notice

MEMORANDUM OF  
TELEPHONE  
CALL



DATE: 7/14/95  
TIME: \_\_\_\_\_

NAME AND TITLE: M. Bernstein  
FIRM: T-PAL  
TELEPHONE: 202-341-6051  
SUBJECT: \_\_\_\_\_  
COMPLIANCE CONTACT: \_\_\_\_\_

QVC selling different model T-Pal  
not Hi-Speed, not 8781

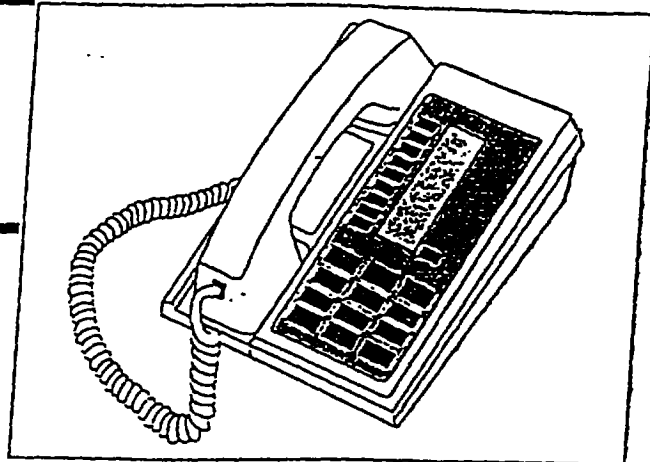
Will call Monday Re: PR

7/17/95 He & left copy of draft P.R. - not until Wed.  
talked w/ secretary  
Concurred w/ QVC - stopped selling 1 year prior to problem  
Understand that QVC not be named

7/20/95 Should get revised P.R. am today

7/20/95 P.R. approved - need final and release date

MEMORANDUM OF  
TELEPHONE  
CALL



DATE: 7/12/45  
TIME: 10:20

NAME AND TITLE: Mr. Bernstein  
FIRM: \_\_\_\_\_  
TELEPHONE: 202-371-6051  
SUBJECT: T-FAL  
COMPLIANCE CONTACT: JRF

Full stop sale issued Apr. 95  
for defective units - Nothing defective still being sold  
replacement may be being distributed  
QUC was notified of stop sale

Press Release changes

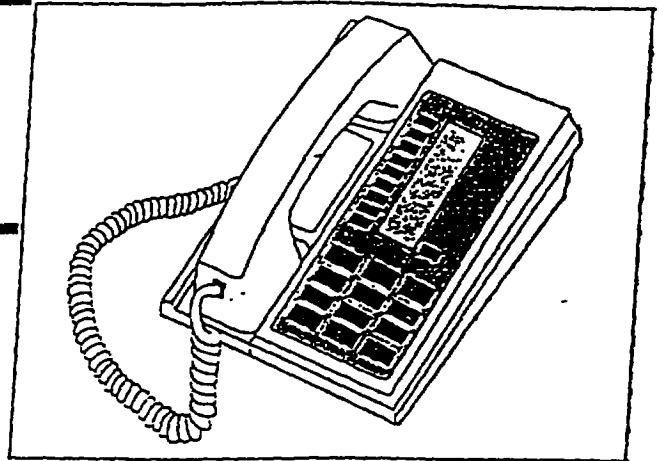
1. 2 paragraphs - complaints came from company not CPSC
2. State # of complaints instead of "numerous"

Export info from co. to lay a tomorrow

- 7/13 3pm contacted Bernstein ...  
will contact client
1. P.R.
  2. Customer lists
  3. QUC issue

7/13 Bernstein lay in France - no info available

MEMORANDUM OF  
TELEPHONE  
CALL

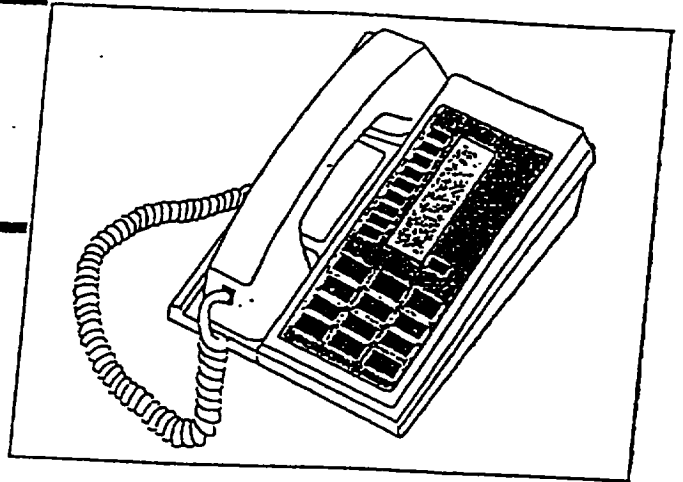


DATE: 4/24/85  
TIME: 11:45

NAME AND TITLE: Mac Bernstein  
FIRM: 202-371-6051  
TELEPHONE: 7-FRZL  
SUBJECT: \_\_\_\_\_  
COMPLIANCE CONTACT: GMF

Client apprehensive to do more  
relatively new product - v. few most likely w/ consumer  
P.R. possible - I told him will give draft by late next week  
CAP accept after implementation  
Told him want to work together

MEMORANDUM OF  
TELEPHONE  
CALL



DATE: 6/9/95  
TIME: 4:50

NAME AND TITLE: M. Bernstein, Esq.  
FIRM: Vaner, Liptent, Burkhard, McPherson and Hall  
TELEPHONE: 202-371-6000  
SUBJECT: J-Fal  
COMPLIANCE CONTACT: JAF

CAP -

Want letter to firm.

6/20 - discussed proposed letter to distributors  
asked for changes, then final draft

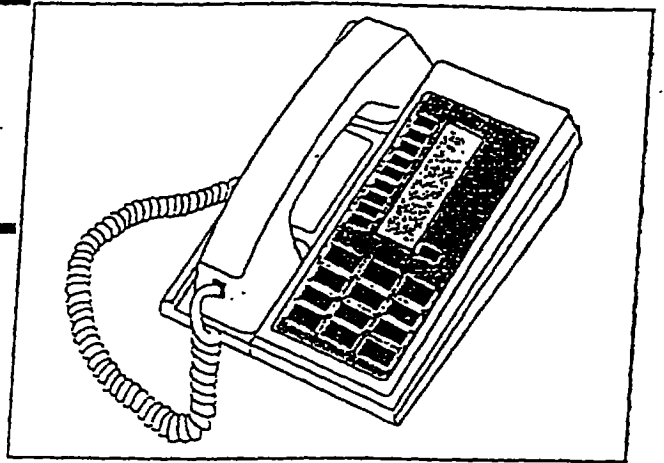
CAP 2/1 next 2/3 days

6/23 left message - still awaiting client approval  
early next week

6/28 left message - need CAP.

called back - will get in touch w/ client

MEMORANDUM OF  
TELEPHONE  
CALL



DATE: 4/19  
TIME: 2:30

NAME AND TITLE: Gary Klein / Matthew Bernstein  
FIRM: -

TELEPHONE: 202-371-2301

SUBJECT: T-Ful

COMPLIANCE CONTACT: JRK

Total units may be 12,000 (in T-Ful stock)  
7,500 (units distributed - total)  
Some may have been returned

Total 6,775 unaccounted for

Custom - 2000 they are holding

plan ~ having fix sample v. soon - have formal proposal  
for change

QUC - good number

poss. price volume w/ explanation

Nothing ruled out